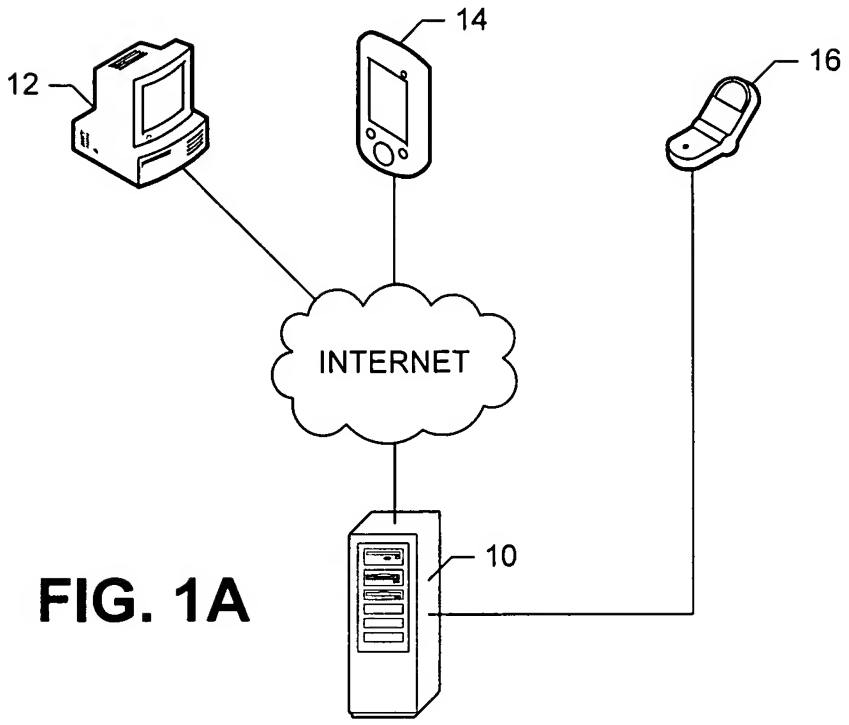


FIG. 1A

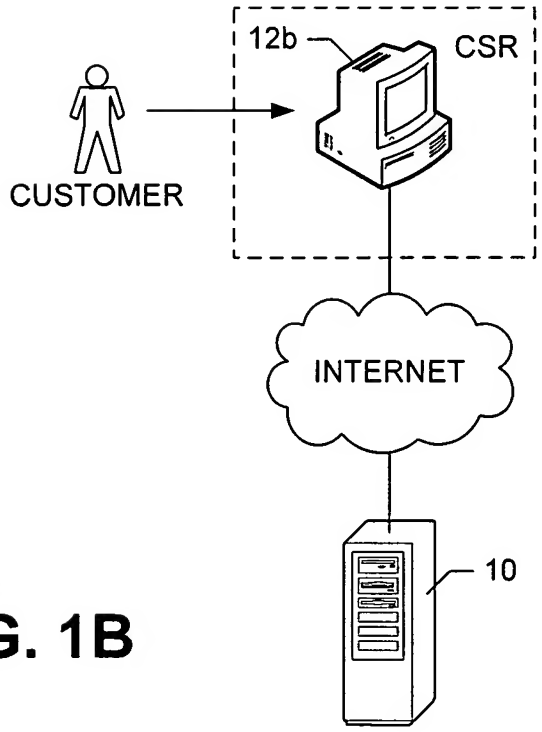


FIG. 1B

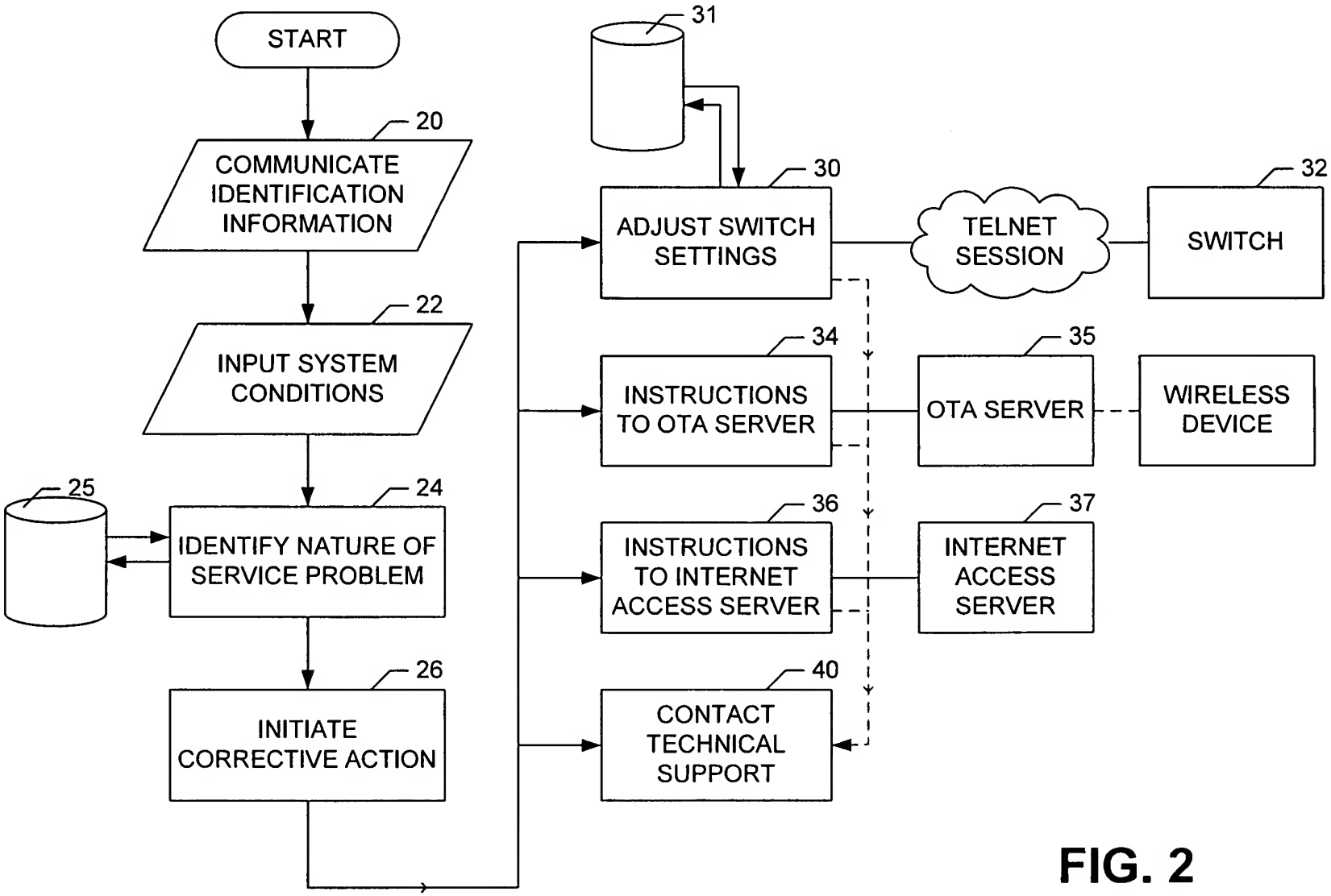
START
20
COMMUNICATE IDENTIFICATION INFORMATION
22
INPUT SYSTEM CONDITIONS
25
24
IDENTIFY NATURE OF SERVICE PROBLEM
26
INITIATE CORRECTIVE ACTION
31
30
ADJUST SWITCH SETTINGS
TELNET SESSION
32
SWITCH
34
INSTRUCTIONS TO OTA SERVER
35
OTA SERVER
WIRELESS DEVICE
36
INSTRUCTIONS TO INTERNET ACCESS SERVER
37
INTERNET ACCESS SERVER
40
CONTACT TECHNICAL SUPPORT

FIG. 2